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VIDEO ON DEMAND CONFIGURING,  
CONTROLLING AND MAINTAINING

ABSTRACT

20 A method and system for providing multilevel information about video-on-demand services. The method comprises the steps of generating a display, on a computer display screen, of a tree having a plurality of nodes; and embedding in the nodes information about video-on-demand services. Preferably information is embedded in these 25 nodes in the form of matrices. A wide range of information about the video-on-demand service may be embedded in the display. For instance, information may be embedded about usage patterns between the supplier of the video services and the consumer, a list of users, 30 user statistics, satisfaction rates, failure rates, failure causes, rates of view to completion, cost monitor information, customer payment information, menus of videos, charge variations, special features and offers, user age, user education, geography, and any combination 35 of the above.